



Abandoned Child Policy

PICK UP

At Teddy Bears Childcare, the safety and well-being of every child in our care are our top priorities. We understand that unforeseen circumstances may sometimes delay parents or guardians from collecting their child on time. However, if a child is not collected at the designated pick-up time and we are unable to reach a parent or guardian, the following procedures will be followed:

1. Attempting Contact

- If a child is not collected on time, we will first attempt to contact the parents or guardians using the provided phone numbers.
- If there is no response, we will then try to reach the emergency contacts listed on the child's file.
- During this time, the child will be supervised and reassured by staff to ensure they feel safe and comfortable.

2. Continued Delay

- If no contact is made within **30 minutes** of the scheduled pick-up time, senior staff will escalate the situation.
- We will continue to make reasonable efforts to contact the parents or guardians while ensuring the child's safety and well-being.

3. Escalation to Authorities

- If a child remains uncollected for an extended period (e.g., **one hour or more**) and we have been unable to reach a responsible adult, we will need to contact the relevant authorities.
- This will include **Children's Services** or the **police**, who will advise on the next steps to ensure the child's safety.

4. Record Keeping and Follow-Up

- A full record of the incident, including times of attempted contact and any conversations with parents or authorities, will be documented.
- If necessary, a meeting may be arranged with the parents to discuss the incident and prevent future occurrences.

Parental Responsibility

We kindly remind all parents and guardians to:

- Ensure that their contact details and emergency contacts are **always up to date**.
- Inform the nursery **as soon as possible** if they are delayed and provide an estimated arrival time.
- Arrange for an authorized adult to collect their child if they are unable to do so themselves.

This policy is in place to protect the children in our care and ensure that all procedures align with **safeguarding regulations**.

Thank you for your cooperation in keeping our nursery a safe and secure environment for all children.

This policy was adopted by	Teddy Bears Childcare
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Name and role of signatory	Leahna Welch (Deputy Manager)